NIH Help Desk Monthly Summary Report
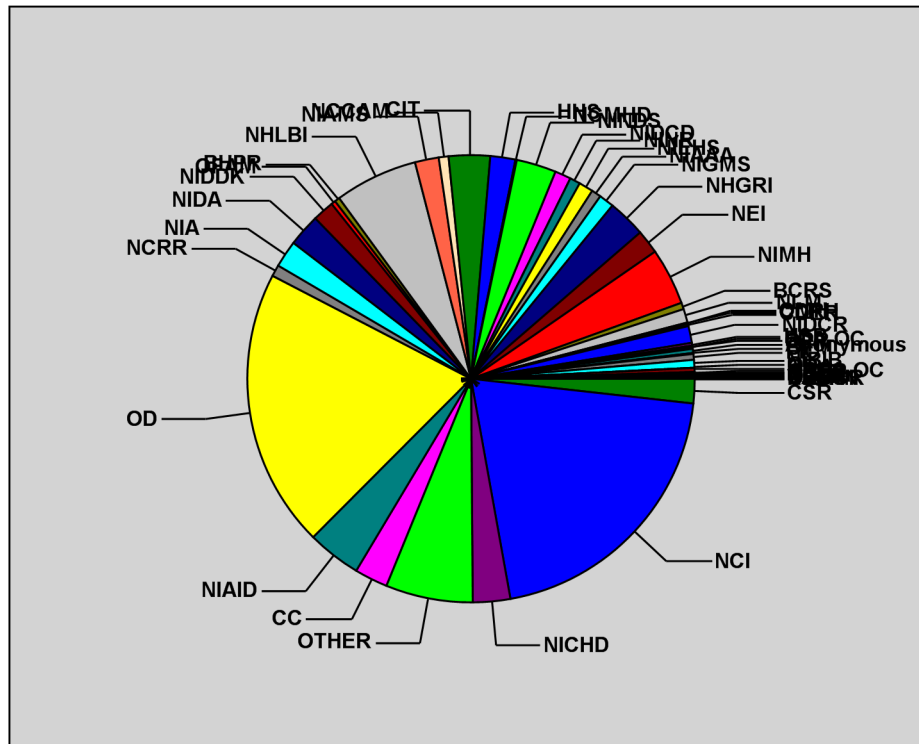
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Tickets by IC

Anonymous	0.30 %
BCRS	0.47 %
BHPR	0.36 %
CBER	0.06 %
CC	2.40 %
CDER	0.15 %
CDRH	0.08 %
CFSAN	0.01 %
CIT	2.98 %
CQ	0.04 %
CSR	1.77 %
CVM	0.01 %
FDA-OC	0.11 %
FIC	0.42 %
HHMI	0.00 %
HHS	1.81 %
HRSA-OC	0.09 %
HSB	0.20 %
NCCAM	0.71 %
NCI	20.41 %
NCMHD	0.10 %
NCRR	0.83 %
NCTR	0.00 %
NEI	1.73 %
NHGRI	2.76 %
NHLBI	6.00 %
NIA	1.95 %

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

NIAAA	0.69 %
NIAID	3.90 %
NIAMS	1.72 %
NIBIB	0.56 %
NICHD	2.70 %
NIDA	2.34 %
NIDCD	1.16 %
NIDCR	1.22 %
NIDDK	1.55 %
NIEHS	1.04 %
NIGMS	1.08 %
NIMH	4.11 %
NINDS	2.88 %
NINR	0.75 %
NLM	0.99 %
OD	20.14 %
OEOCR	0.00 %
OFAM	0.31 %
OFM	0.07 %
OHIT	0.01 %
OIHA	0.01 %
OL	0.01 %
OM	0.04 %
OMH	0.03 %
OPE	0.02 %
OPR	0.12 %
ORA	0.29 %
ORHP	0.04 %
OTHER	6.30 %

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September 30, 2009 11:59:59 PM

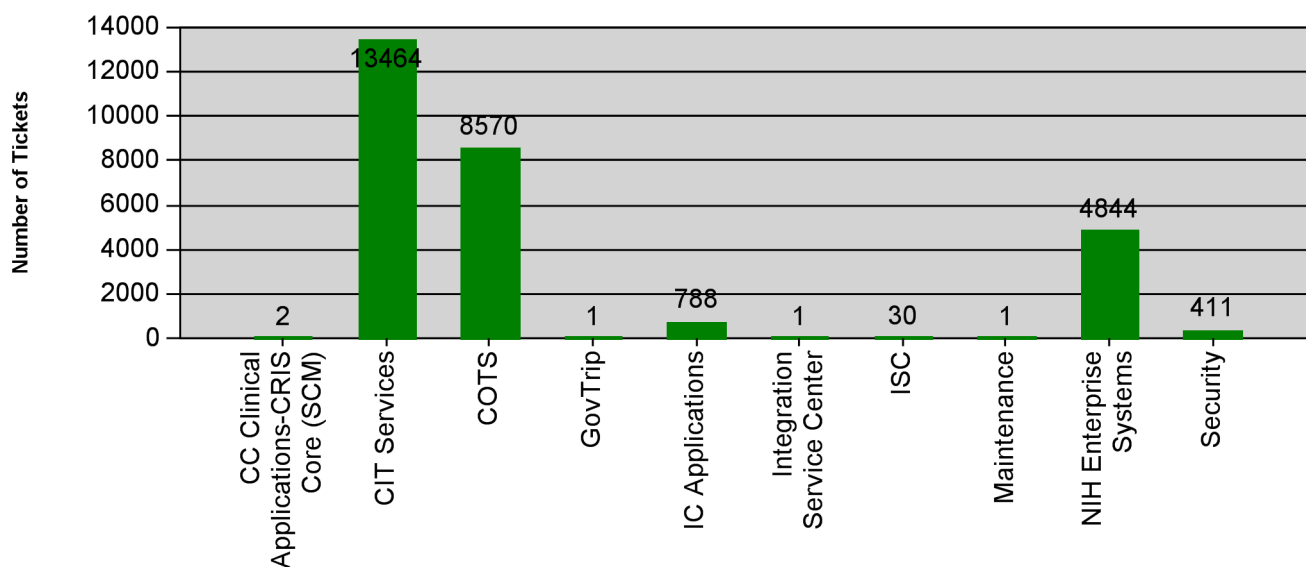**Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.**

Region	0.14 %
VA	0.01 %

Category Summary

Category	Number of Tickets
CC Clinical Applications-CRIS Core (SCM)	2
CIT Services	13464
COTS	8570
GovTrip	1
IC Applications	788
Integration Service Center	1
ISC	30
Maintenance	1
NIH Enterprise Systems	4844
Security	411

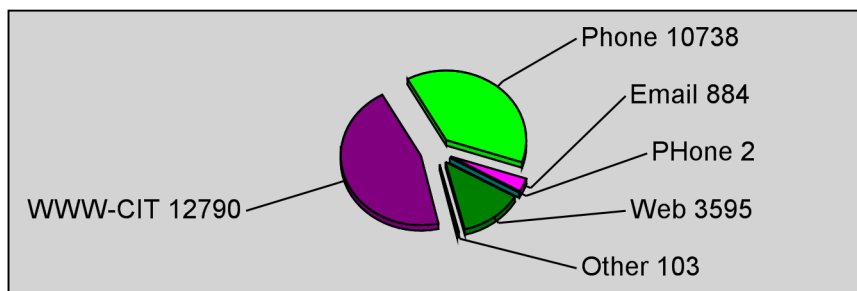**Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.**

Total Tickets: 28112

Ticket Sources

Phone 10738
Email 884
PHone 2
Web 3595
Other 103
WWW-CIT 12790

Email	3.14 %
Other	0.37 %
Phone	38.20 %
Web	12.79 %
WWW-CIT	45.50 %
Total:	**100.00 %**

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

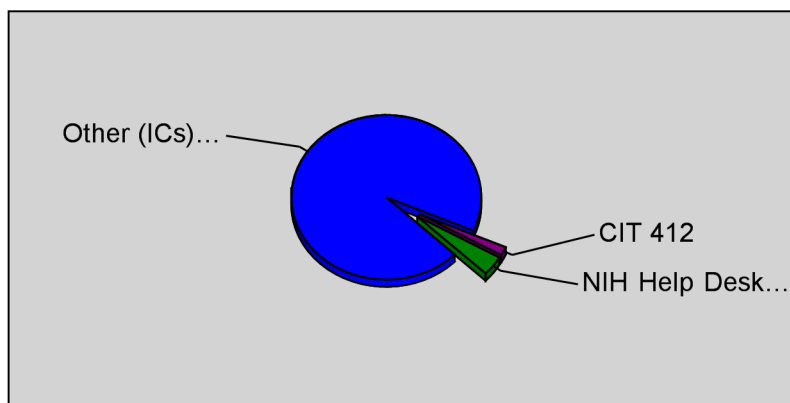*Snapshot Date: 10/1/2009 6:46:10 AM*

Total Tickets Closed: 24248
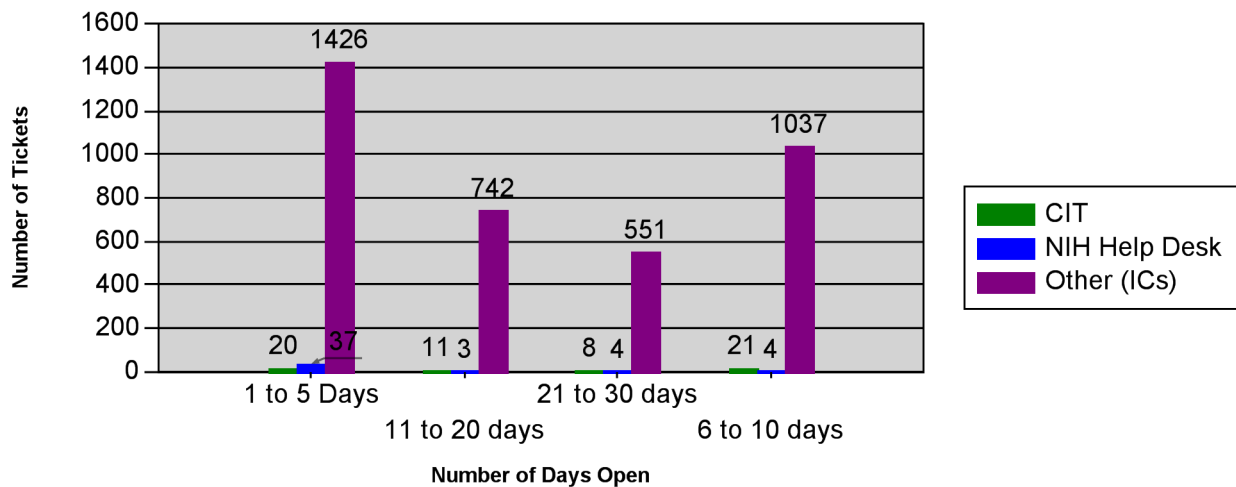
*Note - includes closed no response

Tickets Closed

CIT	412	1.70 %
NIH Help Desk	940	3.88 %
Other (ICs)	22896	94.42 %
Total:	**24248**	**100.00 %**

Total Tickets Unresolved: 3864

Note:

Tickets Unresolved

NIH Help Desk Monthly Summary Report

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

Detailed Breakdown of Category Summary

CC Clinical Applications-CRIS Core (SCM)	**2**
CC Clinical Applications-CRIS Core (SCM)	2
CIT Services	**13464**
Accounts	6405
ASR	3
Back Office Support	1336
CIT Categories	186
CIT Categories Aspect	10
CIT Categories Knova	1
CIT Categories Remedy	42
CIT Categories-General Information	3
Conference Room Support-Equipment Setup	283
Conference Room Support-Monitor Conference	6
Conference Room Support-Reserve	6
Connectivity	689
Email	1774
General Information	906
Hardware-Phones	1
Helix Support	23
iSDP/Software Distribution	3
NIH Cabling Infrastructure-Cabling	2
NIH Cabling Infrastructure-IGDB Support	1
NIH Data Center	1
NIHnet	202
OS/390	31
Pubs	2
Telecommunications	409

Snapshot Date: 10/1/2009 6:46:10 AM

Training	68
Unix Support	21
Video	136
Wireless Services	914
COTS	**8570**
Application Support	4044
Hardware	4526
GovTrip	**1**
GovTrip	1
IC Applications	**788**
CC Clinical Applications	101
CC Clinical Applications-ATV	10
CC Technical Operations	18
E-Grants	6
Local LAN	436
OIT Categories	1
Web Site Issue (non-CIT)	216
Integration Service Center	**1**
Integration Service Center	1
ISC	**30**
ISC	30
Maintenance	**1**
Maintenance	1
NIH Enterprise Systems	**4844**
ADB	247
Capital HR Change Management	1
Capital HR Func App Suppt	3
Capital HR Non-App Specific	4
Capital HR Security	19

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Capital HR Technical	4
Capital HR User Error	1
Capital HR Workflow/Worklist	1
eRA-COMMONS	616
eRA-DB	13
eRA-External	560
eRA-Grants Management	87
eRA-IMPAC II	117
eRA-Infrastructure	42
eRA-Partnership Issues	5
eRA-Referral and Review	123
eRA-Reporting	8
eRA-Software BA	3
eRA-UAT	1
GovTrip User Call	129
ITAS	353
NBS-User Call	1778
NED	435
NIDB Ann/Reports	2
NIH Data Warehouse	65
NIH Services	149
NVision	78
Security	**411**
Anti Virus SW	15
NIHnet-Network Security	1
Security	395
Grand Total:	**28112**